



Customer Story nomination

Eton Systems × Claude

Eton Systems and Weapp built a Claude-powered quoting agent that cut the average quote from around two weeks to roughly six hours.

1967

Building overhead conveyor systems since

60 yrs

Of expertise encoded into business logic

2 wks → 6 h

Average quote lead time, before and after



Customer Reference Information

Customer company name	Eton Systems AB
Customer industry	Manufacturing & Industrial
Use case	Quote generation for production line configuration
Public reference	weapp.se/whitepapers/etonsystems-claude

Claude product and model used

- Claude API via Anthropic Managed Agents, running claude-sonnet-5 in production and claude-opus-4-7 before that.
- Everything runs inside Eton Systems' own Anthropic organisation, under their own spend limit, with every session replayable in Console.
- The agent works in a hosted sandbox with Python and the hosted xlsx Agent Skill.
- Claude Code was the build environment across seven repositories.
- The first domain agent shipped as a Claude Code plugin with 8 skills and 77 tests, and became the reference implementation for the hosted one.

One-line summary of the joint outcome

Eton Systems and Weapp built a Claude-powered quoting agent that cut the average quote from around two weeks to roughly six hours.

Problem statement

What was the customer trying to solve, and what did Weapp as a partner bring to the engagement?

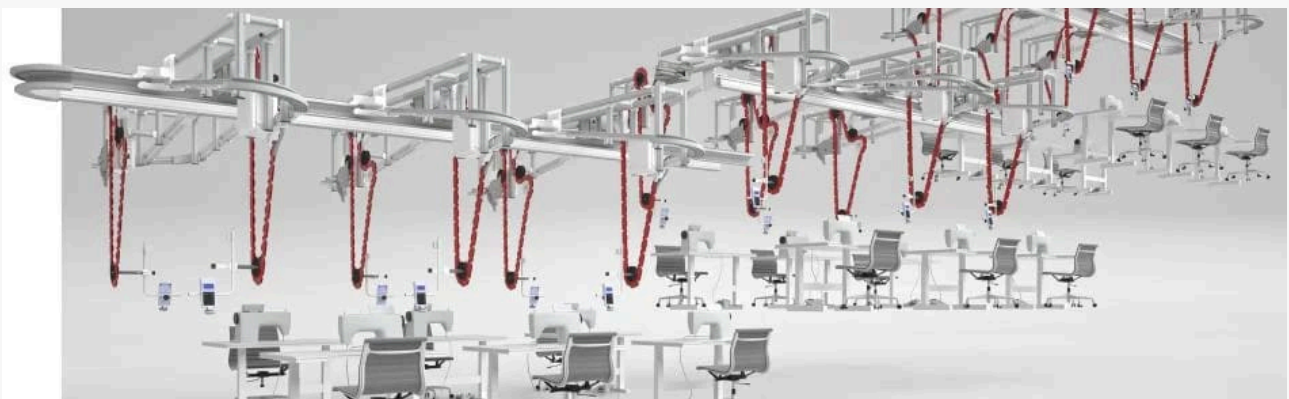
Eton Systems has sold overhead conveyor systems to garment and textile factories since 1967 and runs numerous projects a year.

A major constraint on the business has been the time and resources required to provide prospective customers with compelling, data-driven quotes. Historically, the process relied heavily on manual assessments and decision-making, requiring input from multiple employees with different areas of expertise and resulting in lead times of several weeks.

Weapp transformed this process by embedding 60 years of accumulated experience into business logic and structured data layers. The work spanned the entire value chain, from understanding the sales process, customer needs and sales psychology to structuring the underlying data, expertise, and decision logic.

Based on these insights, Weapp designed an optimised, digitally supported workflow combining an intuitive user interface with conversational functionality. Tasks that previously required coordination between several specialists can now be handled by a single employee, who can produce a compelling, data-driven proposal and decision package for the customer in a matter of hours rather than weeks.

The result is not simply a faster process, but a scalable way of turning decades of organisational knowledge and specialist expertise into a repeatable, accessible sales capability.



Rendering of an Eton Systems overhead conveyor above a row of sewing workstations

Results and impact

Quantified outcomes, before and after metrics, adoption and scale.

Before and after

Measure	Before	After
Average quote lead time	Around two weeks	Roughly six hours
People involved in a quote	Several specialists coordinating	A single employee
Customer input in other languages	Interpreted manually	Translated and standardised automatically
Quotation and design history	Stored locally, often lost over time	A structured, reusable knowledge base

From specialist-dependent processes to a scalable sales and engineering capability

The solution transforms a highly specialised, manual process into a scalable and data-driven capability, reducing lead times, preserving critical organisational knowledge, and enabling Eton Systems to respond to customer requirements with significantly greater speed and flexibility.

Turning unstructured input into actionable data

Unstructured content, including material provided in foreign languages, is automatically translated and standardised into Eton Systems' own units, terminology, and data structure. This creates a consistent foundation for analysis and significantly reduces the manual effort required to interpret customer input.

Optimising production lines around customer priorities

Production line configurations can be optimised against different customer objectives, including staffing requirements, throughput targets, and available floor space. This enables Eton Systems to rapidly evaluate alternative scenarios and tailor proposed solutions to each customer's specific operational and commercial priorities.

Creating a self-documenting knowledge base

Historically, much of the underlying quotation and design work was stored locally on individual employees' computers, resulting in valuable historical data and reasoning being lost over time. The new solution creates a self-documenting process in which inputs, assumptions, calculations, and outputs become part of a structured and reusable knowledge base.

Results and impact

Reducing quote lead times from weeks to hours

What previously required weeks of coordination and specialist work can now be completed in hours. An average quote took around two weeks before, and now takes roughly six. This dramatically shortens the journey from initial customer interest to a compelling, data-driven proposal, an improvement expected to have a meaningful impact on conversion and deal closure. At the same time, the same team can manage substantially higher sales volumes without a corresponding increase in headcount.

Reducing dependency on scarce external expertise

The process has historically depended on highly specialised knowledge that is both difficult to source and expensive to access through external consultants. Together, Eton Systems and Weapp have converted much of this tacit expert knowledge into explicit rules and business logic, connected to a rich data repository covering machines, products, operations, and hardware. This makes critical expertise available systematically across the organisation rather than concentrating it in a small number of individuals.

Building a platform for further commercial transformation

The solution is now being rolled out more broadly across Eton Systems. In parallel, Eton Systems and Weapp are already exploring additional ways to support and automate the commercial process. These include 2D and 3D visualisation of proposed production lines, automated ROI calculations, and presenting proposals through high-converting digital sales rooms.



An operator at a production line where garments are carried on Eton Systems conveyors

The result is more than process automation. Eton Systems is turning decades of specialist knowledge into a scalable digital capability, enabling faster sales cycles, higher capacity, greater consistency, and a stronger customer experience while creating a foundation for further automation across the business.

Customer quote

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We are extremely pleased with our collaboration with Weapp. They are professional, customer-focused and solution-oriented, while at the same time very easy to work with. What I appreciate most is that they have taken the time to truly understand our business and what we are trying to achieve. As a result, they feel much more like a partner — almost an extension of our own team — than a traditional supplier.

Jan Molin, CEO, Eton Systems



Drottninggatan 38, 411 07 Gothenburg · hello@weapp.se · +46 (0)70-990 79 26